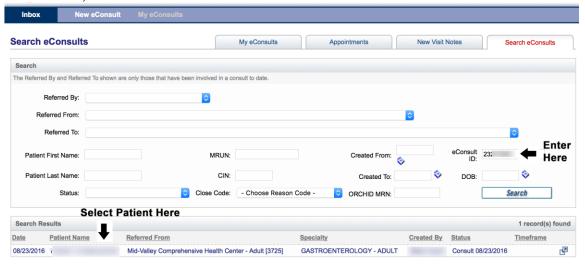
JOB AID – CHECKING THE STATUS OF YOUR eCONSULT DEC 2016

This job aid is to instruct on how to check on the status of submitted eConsults (or anyone else's eConsult as well).

1. Select "My eConsults" from the top selection bar. Then click on the "Search eConsults tab"



2. You can search by name, ORCHID MRN or by eConsult ID number. In the example below, the search is by eConsult number. Then click on the correct patient/consult (in the example there is only one to choose from)



- 3. The box in the lower left displays the "Status." Common statuses are:
 - a. Consult: Awaiting response from reviewer or submitter
 - b. Pending: Accepted for face-to-face but not yet scheduled
 - c. Scheduled: Has been scheduled by ASC (should have an appointment date)
 - d. In Progress: Accepted for face-to-face but ASC is still trying to reach patient
 - e. On hold: Was accepted for face-to-face but on hold for various reasons, e.g., bad phone number, patient is inpatient currently, etc.

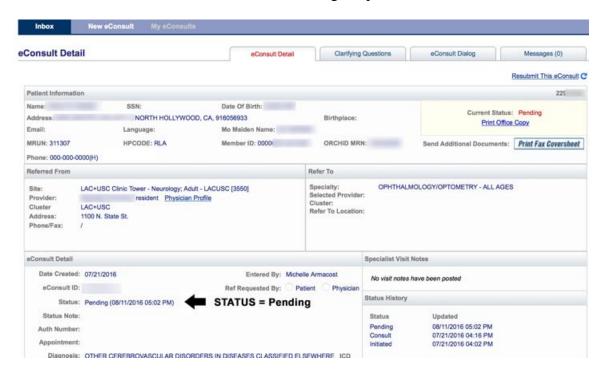
NOTE: The status is also on the search results bar on the left (see screenshot above).



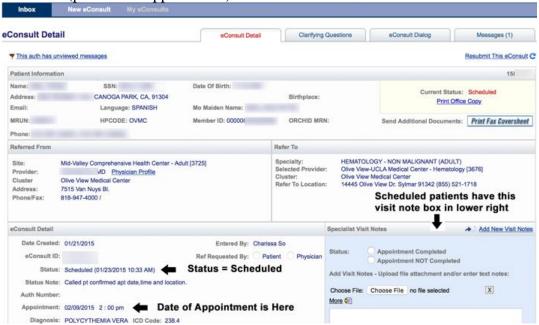


See below for examples of checking status:

1. Pending (not yet scheduled by ASC). It is highly recommended to instruct the patient (not you) to call the ASC at 855-521-1718 to assist with scheduling the patient.



2. Scheduled (patient has appointment).







3. On Hold. Click the "Messages" tab in the upper right for more information on why the patient is on hold.

